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OBJECTIVE

To obtain a position that allows me to utilize my exceptional communication, interpersonal and organizational skills.

WORK EXPERIENCE

Owner/Manager/Apartments

Self Employed, Rochester, Minnesota May 2013 – Present

- Light Maintenance, turnovers and grounds keeping.
- Collecting rent and booking.
- Very detailed oriented to assure renters satisfaction and addressing all issues.

Broadband Technical Advisor

Charter Communications, Rochester, Minnesota November 2012- April 2013

- Receive incoming calls.
- Trouble shoots video and internet for repair.
- Assist customers with billing questions and concerns.
- Sell and add services to new and existing customers.
- Set up service calls.
- Transfer customers to correct departments.
- Answer all questions and concerns for all new and present customers.

Tissue Registry

Mayo Clinic, Rochester, Minnesota August 2011 - October 2012

- Sort and file clinical and Dermatology tissue slides.
- Repair broken tissue slides.
- Categorize and organize slide storage.
- Assist in arranging storage area.
- Determine co-worker's daily work assignments.

Housekeeper (Environmental Services)

Mayo Clinic, Rochester, Minnesota March 2010 - July 2011

- 1* Receive and follow daily, written and verbal work assignments, with close

Skills
Microsoft
MS Office
MS Word 2010
Excel
PowerPoint
Customer Service
Language Skills
Administration
Exceptional
interpersonal skills
Strong
organizational
skills
Team Player
Communication
Personality
Customer Service
Ability to Work
Analytical
Team Player
Flexible
Responsible
Incl.
Mayo Clinic
2010-2011

attention to detail.

- 2* Daily cleaning: disinfect, and sterilize patient rooms, offices, break rooms, hallways, patient waiting areas, and conference rooms; clean glass, clean horizontal and vertical surfaces, pick up and throw away trash, clean restroom, dispose of dirty linen, refill paper towels and soap, replace toilet paper and mop floors; in a timely, considerate and careful manner, with the utmost of discretion.
- 3* Adhere to Nursing staff, when there is an immediate need for assistance.
- 4* Interact with patients, when possible, to provide assistance with any concerns or issues they may have or immediately contact Nursing staff for further assistance.
- 5* Discharge patients rooms, all daily cleaning duties, and, remove and replace all linen, strip and re-make bed and re-place curtains.
- 6* Complete and pass, in a timely manner, any continuing education and/or re-certification courses as required.
- 7* Volunteer to work late or come in on non-scheduled work days, to help with the extra work load.

Customer Service Representative

Target Corp, Rochester, Minnesota
2010

July 2009 - March

- 8* Assist customers with exchanges, returns and refunds.
- 9* Exceptional interpersonal skills when dealing with customer complaints.
- 10* Check out customers at the registers.
- 11* Assist customers with questions, concerns or issues utilizing resources to find the answer.

House Painter

Self Employed, Crystal, Minnesota

July 2008 - July 2009

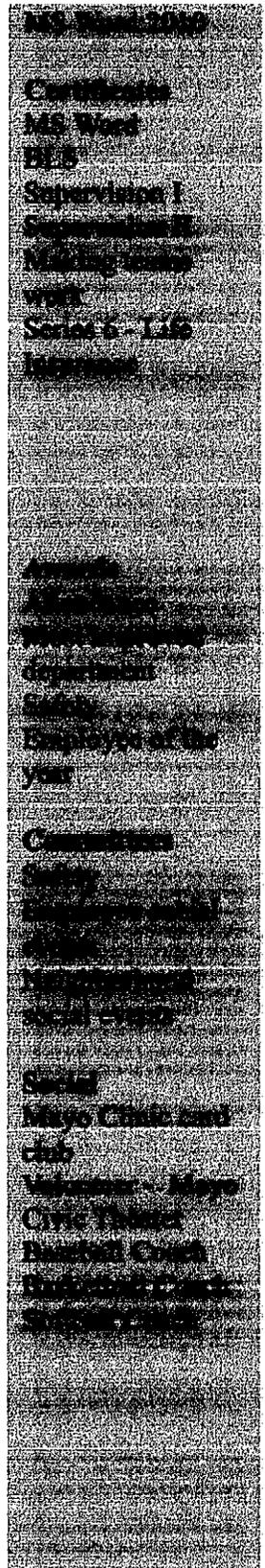
- 12* Cold called and met with potential customers.
- 13* Discussed customers' wants and needs negotiating the work to be completed and implemented a signed contract. Maintained customer database for consistency and tax purposes.
- 14* Prepped and painted the homes as designated in contract.
- 15* Very detailed oriented to assure client satisfaction.

Debt Collector

Viking Collections, Eden Prairie, Minnesota
2008

January 2008 - July

- 16* Collected delinquent accounts by locating and contacting customers by telephone.
- 17* Analyzed and summarized personal information, established repayment terms and schedules.
- 18* Stored confidential personal information and agreement in database.



19* Monitored accounts.

Supervisor

Meyer Investments, Minneapolis, Minnesota
2008

January 2006 - January

20* Maintenance/remodeling of apartments and rental homes including painting, replacing cupboards, light fixtures, faucets, tile, walls, carpeting and flooring.

Marketing Representative

Costco, Eden Prairie, Minnesota
2005

March 2004 - November

21* Sold Costco memberships to individuals and businesses.

22* Discussed and explained the benefits of Costco memberships. Answered any and all questions and concerns. Maintained customer records in company database.

23* Set up and organized site meetings with my customers' employees.

24* Explained the benefits of Costco's memberships to the customer' employees.

25* Completed membership forms.

26* Monthly follow-up calls to companies who did not purchase membership.

27* Recognized multiple times for achieving highest monthly sales.

Financial Representative

Foster Klima, Eden Prairie, Minnesota
2004

July 2001 - February

• Made cold calls and set up appointments with potential customers.

28* Scheduled meetings with potential customers and discussed their financial needs.

29* Summarized and analyzed customers' information and composed a financial proposal.

30* Discussed proposal facts and findings implementing changes based on the customers preferences.

31* Finalized the new Life Insurance policy and/or Mutual Fund documentation and explained terms to customer.

Supervisor

Century Manufacturing, Bloomington, Minnesota
2001

January 1988 - July

- Supervised and coordinated daily activities of 30+ employees in the fabrication, paint and silkscreen departments. Applied my leadership skills successfully to have the highest performing department in the company.
- Increased productivity from 65 percent to 140 percent by analyzing each job in process.
- Awarded Most Improved Department 4 years in a row.

- Fabricated, painted and silk screened materials for 11 different assembly and sub-assembly departments.
- Analyzed work orders to estimate workers hours and create department schedules.
- Maintained stock and supplies required for operations, based on production schedules.
- Interviewed, hired and trained employees.
- Planned, assigned and directed employees' work assignments. Performed employee appraisals, rewarded and disciplined employees, addressed complaints and concerns and resolved problems.
- Maintained time and production records.
- Suggested and implemented changes in working conditions and use of equipment to increase efficiency in the departments and work crew.
- Maintained employee's daily time records.
- Developed, recommended and implemented measures to improve production methods, equipment performance and quality of products.

Supervisor

ElectroStatic Finishing, Minneapolis, Minnesota
March 1987

February 1975 –

- Supervised shipping and receiving.
- Unloaded product from the supplier trucks. Placed supplies in proper locations in the warehouse and updated the paper work.
- Retrieved customer paperwork, located finished product, loaded product on customers' trucks and completed shipping paper work.

EDUCATION

Edina High School
High School Diploma

Graduated in 1977

Normandale Community College
Computer Science and Accounting

1982-1983

Employers Association
Supervision I & II, Making Teams Work

Received Certificates 1987

REFERENCES

Available on request.

